Jun 20 03 02:34p

Ann Marie Copper

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EHELP.004A

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	;	Linyard, et al.) Group Art Uni: 2155
App. No.	:	09/876,788)
Filed	:	June 6, 2001	RECEIVED
For	:	METHOD AND SYSTEM FOR PROVIDING ELECTRONIC USER ASSISTANCE	CENTRAL FAX CENTER
			SEP 0 7 2004
Examiner	:	Ayaz R. Sheikh	,

REVOCATION OF POWER OF ATTORNEY

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Dear Sir:

The undersigned hereby revokes any previous powers of attorney ir the subject application, namely that of Knobbe, Martens, Olson & Bear, LLP, including all of the individual members of the firm, 2040 Main Street, Fourteenth Floor, Irvine, California 92614, and requests that all future communications with respect thereto from the Patent and Tradenark Office be forwarded to Pattric J. Rawlins, Procopio, Cory, Hargreaves & Savitch LLP, 530 13 Street, Suite 2100, San Diego, California 92101-4469.

Dated: 06/20/2003

eHelp Corporation

Printed Name: ANTHONY OF 186

Title:

8:/DOCS/EMN/BMN-3125.DOC:and 061803

SEP 0 7 2004

Dear Sir / Madam,

This letter is in regard to a Customer Number Upload (CN Upload) spreadsheet that was received by the USPTO with the following information:

Date received: 4/8/04 Customer number: 27189 Signed by: Pattric J. Rawlins Registration number: 47887

We are sending this notice to notify you of the status of your CN Upload spreadsheet. Please note, two steps must be met to successfully complete the CN Upload process.

Step 1—Confirmation of Signatory Authority for Spreadsheet Cover Letter

The individual(s) who signed the cover letter must be the applicant(s) or Attorney(s)/Agent(s) of record for the application.

The attached MS Excel apreadancet lists all of the applications that were submitted. Those serial numbers that contain a 'NO' in the 'POA Okay' column were not processed. The Attorney(s)/Agent(s) who signed the cover letter are not listed in our database as having Power of Attorney for the listed applications or there was an error in the application/patent number.

Remedy for those Applications for Which Step 1 was not Successfully Completed:

To correct the application submissions that did not successfully meet the criteria in Step 1, and so were not processed, associate those applications by submitting a new spreadsheet and cover letter with the appropriate attorney registration numbers and signatures. Instructions and a spreadsheet template are located at http://www.uspto.gov/ebc/downloads.html under Customer Number Update Template.

In the case of applications where you do not have Power of Attorney, please fill out and complete the proper Power of Attorney form SB81/82 and fax it to the USPTO centralized fax number of 703-872-9306 prior to submitting your spreadsheet. Please review OG Notice May 26th 2004, Revision of Power of Attorney and TIZET DE SEN Assignment Practice for further information. http://www.uspto.gov/web/offices/com/sol/notices/69fr29865.pdf

Also verify that the serial numbers entered are the correct numbers.

Step 2 -Invalid serial number(s) - pending application and/or patent numbers

An invalid serial number was entered in the spreadsheet. This is indicated by a "YES" in the Mismatch column.

Remedy for those Applications for which Step 2 was not Successfully Completed;

Ensure that the serial numbers entered meet the spreadsheet requirements (see Customer Number Upload Template). http://www.uspto.gov/ebc/documents/cust_reg_instructions.xls

Questions? Company of the substitution and the substitution of the

If you have any questions about this email or any of our Patent Business e-government tools or systems, please do not hesitate to contact the Patent Electronic Business Center at 866-217-9197.

Regards,

USPTO Patent Electronic Business Center 1-866-217-9197 / 703-305-3028